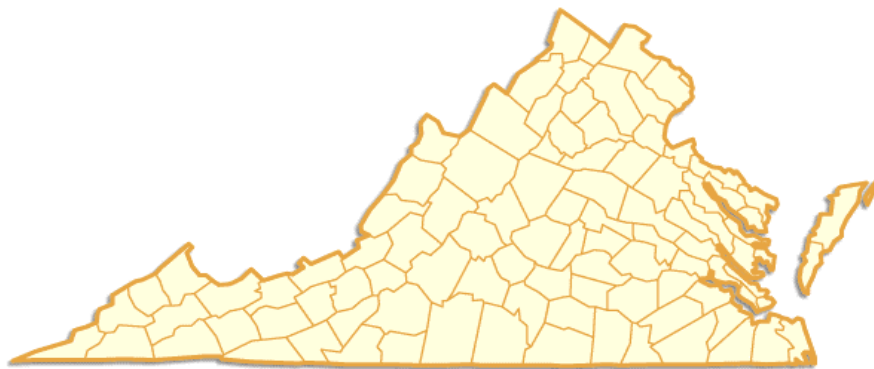


ID Family Survey 2012



April 2012

**Virginia Department of Behavioral Health and Developmental Services
P.O. Box 1797
Richmond, Virginia 23218-1797**

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I. EXECUTIVE SUMMARY

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) identified family satisfaction with Community Service Boards (CSBs), Behavioral Health Authorities, and other Intellectual Disability (ID) service providers as a performance measure to be assessed on an annual basis. Accordingly, DBHDS administered its tenth annual statewide survey of family satisfaction with Intellectual Disability supports received from CSBs in 2012. The family satisfaction survey was designed to measure family perceptions of community-based services in the following domains: Family Involvement, Case Management Services, Choice and Access, Healthy and Safe Environment and Service Reliability. Additionally, demographic and miscellaneous measures of progress and well-being were also examined. The targeted population consists of individuals with intellectual disability who have received support coordination/case management services from a CSB for at least one year, referred to here as the “focus person.”

Response Rate and Sample Size:

- A total of 1,971 surveys were returned from thirty-six CSBs this year, which is lower than 2,051 received last year (2011). The estimated statewide response rate was 18%.
- The number of completed surveys received per CSB ranged from 0 to 239.
- Response rates (*n*) vary from question to question, because respondents did not always complete all the questions or forgot to complete the back page of the survey.
- The missing data on individual questions also resulted in low counts for the domain scores.

Demographics:

- Of the focus persons, 55.17% were male and 44.83% were female, 59.74% were identified as White Non-Hispanic, 26.97% identified as African American and 13.28% together identified as Alaskan Native, American Indian, Asian, Hispanic, Native Hawaiian and others.
- Little more than half (58.34%) of the respondents were between 23-59 years of age and 3.51% were under 18. Approximately 38% of the respondents were above 59 years of age.
- Over 50% of survey respondents indicated that they were the parent of the person with intellectual disability and 23.70% identified themselves as the brother or sister.
- 99.93% of the sample received Medicaid.

Domain Scores:

- In 2012, about 81% of the respondents had a positive perception with regard to the Choice and Access domain, which is above from the year 2011 at 80%.
- 89% responded positively on the Family Involvement domain. This is a decrease of 1% from the year 2011 with 90%.

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- Approximately 95% reported positively in the Support Coordination/Case Management domain. This domain area has received consistently high scores since the year 2000.
- Approximately 85% responded positively on the Service Reliability domain, which is lower by 2% than 2011.
- Almost 93% of the respondents positively rated the Healthy and Safe Environment domain. This domain has been one of the highest scoring areas of satisfaction since the survey's inception.

Conclusions

Overall, the majority of respondents who completed surveys about services received by the focus person continue to report positive opinions and perceptions of the services received through CSBs and private providers.

- All individual questions had high levels of satisfaction over 60%.
- The lowest satisfaction rate 61% observed was for the item in the Choice and Access domain, "There are enough provider agencies in your area so that you and the person with a disability have an alternative to your local community services board if you want."
- Satisfaction rate in Service Reliability domain has been increased significantly for the last two years. This included areas such as support staff and support coordinator/case manager turnover. It used to be the lowest rated domain and pointed to an area in need of improvement statewide. Satisfaction rate in this domain was less than 50% in earlier years, whereas this year shows a satisfaction rate of 85% .

Limitations

The numbers of surveys received from each CSB ranged from 0 to 239, making it difficult to compare data from one CSB to another. Results of this survey reflect the opinions of only those family members/guardians of a person with intellectual disability receiving at least case management who chose to complete and return the survey. Because the survey is a cross-sectional design, these findings reflect the views of family members/guardians only at the time of the survey. Opinions and attitudes are subject to change over time and are captured at one point in time annually, the yearly planning meeting. Despite these limitations, the outcomes from this survey contribute a greater understanding of family member/guardian perceptions about publicly funded, community-based, Intellectual Disability services. The survey outcomes will continue to be important contributions towards identifying areas of improvement for the CSBs for both Waiver and non-Waiver services.

The state of Virginia has rejoined the National Core Indicators project and will begin using those surveys in place of this one for 2013. An outside vendor will be contracted to disseminate and collect the data for reporting.

II. BACKGROUND

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) has identified family satisfaction and perceptions of Community Service Boards' (CSBs) and Behavioral Health Authorities' services as a performance measure to be assessed on an annual basis. DBHDS administered its eleventh annual statewide survey of family satisfaction with CSB intellectual disability services in the beginning of January 2012. DBHDS completed the first family/guardian survey for individuals with intellectual disability in 2000. The Intellectual Disability Services Survey of 2000 was originally based on surveys developed through the National Core Indicators Project (NCI). DBHDS participated in the NCI from 1997 through 1999. This participation has provided Virginia with direct access to the work of the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI), including data collection instruments. Since then, a similar survey has been conducted every year since 2002 under the name "Intellectual Disability Services Family Satisfaction Survey." The questionnaire was revised in 2005, 2006, and 2008 and again in 2010. As in the past, data will no longer be compared to that obtained by the NCI due to inability to perform risk adjustments needed for comparison.

III. METHODOLOGY

A. Instrument and Analysis

The instrument used for this project is a 37-item questionnaire, based in part on surveys developed by the National Core Indicators Project (NCI). The family satisfaction survey was designed to measure family perceptions of community-based services in five areas (domains) as well as a separate section on the overall quality of life improvement of the person with intellectual disability. The survey includes six demographic/categorical questions, 28 individual questions that comprise the five domain subscales and seven miscellaneous questions that ask about quality of life, employment, residential status and other services received.

All received surveys were scanned using Teleform and then statistically analyzed using SPSS software. A number of procedures and steps were used during the data analysis procedure and will be discussed where applicable in the sections below.

B. Survey Dissemination and Sample

The questionnaire was administered to family members/guardians of individuals with intellectual disability who received at least support coordination/case management services from a CSB for 12 months or more prior to the survey's dissemination. The individual, for the purpose of this report, is referred to here as the focus person. The focus person may also be receiving additional services, such as respite, residential, day or employment services.

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Surveys were distributed to the family member/guardian during the annual planning meeting, with directions to complete the form after the meeting and return by mail in the self-addressed envelope. Support coordinators/case managers were encouraged to emphasize the importance of the survey to family members/guardians. If a family member/guardian did not attend the annual meeting, the support coordinator/case manager was instructed to mail the survey and instruction sheet to the family's household. All surveys were completed in private and not in the presence of support coordinators/case managers or other CSB staff. Respondents mailed the completed surveys directly to the Office of Developmental Services in the provided post-paid return envelope.

Due to the manner in which the survey was distributed, it is difficult to identify the exact number of surveys disseminated. It is estimated that 11,182 surveys were handed out. This number represents the approximate number of individuals receiving active support coordination/case management. This year, 1,971 surveys were returned (less than the 2,051 from the year 2011) for a response rate of approximately 18%.

All of the forty CSBs (except for four CSB's) had at least 4 surveys completed and returned for analysis. The number of surveys returned from CSBs ranged from 4 to 239. Table 1 presents the number of surveys returned by respondents from each CSB, the percent of the sample represents the approximate number of adults receiving support coordination/case management services (equal to the number of surveys received), and the return rate represents the approximate number of adults receiving support coordination/case management services (equal to the number of surveys distributed) for each CSB.

TABLE 1: Survey Responses by CSBs in 2012

| Survey responses by CSB's (Sorted from highest return rate to lowest return rate) | | | | |
|--|--------------|--------------------|---|--------------------|
| Community Service Board Provider | Count | % Of Sample | # receiving Active CM(Jan 1, 2012) | Return Rate |
| Rappahannock-Area CSB | 156 | 7.91% | 310 | 50.32% |
| Rockbridge Area CSB | 39 | 1.98% | 82 | 47.56% |
| Central Virginia CSB | 239 | 12.13% | 517 | 46.23% |
| New River Valley Community Services | 54 | 2.74% | 150 | 36.00% |
| Middle Peninsula-Northern Neck CSB | 80 | 4.06% | 240 | 33.33% |
| Cumberland Mountain CSB | 71 | 3.60% | 216 | 32.87% |
| Chesterfield CSB | 208 | 10.55% | 669 | 31.09% |
| Western Tidewater CSB | 71 | 3.60% | 250 | 28.40% |

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| | | | | |
|--|------|---------|-------|--------|
| Eastern Shore CSB | 35 | 1.78% | 125 | 28.00% |
| Goochland-Powhatan CSB | 15 | 0.76% | 57 | 26.32% |
| Region Ten CSB | 55 | 2.79% | 242 | 22.73% |
| Prince William County CSB | 59 | 2.99% | 263 | 22.43% |
| Colonial Services Board | 24 | 1.22% | 110 | 21.82% |
| Hanover County CSB | 27 | 1.37% | 124 | 21.77% |
| Arlington CSB | 32 | 1.62% | 156 | 20.51% |
| Richmond Behavioral Health Authority | 125 | 6.34% | 664 | 18.83% |
| Fairfax-Falls Church CSB | 125 | 6.34% | 709 | 17.63% |
| Highlands Community Services | 23 | 1.17% | 133 | 17.29% |
| Danville-Pittsylvania CSB | 52 | 2.64% | 354 | 14.69% |
| Piedmont Community Services | 38 | 1.93% | 268 | 14.18% |
| Virginia Beach DHS | 92 | 4.67% | 695 | 13.24% |
| Valley CSB | 27 | 1.37% | 210 | 12.86% |
| Harrisonburg-Rockingham CSB | 26 | 1.32% | 205 | 12.68% |
| Mount Rogers CSB | 26 | 1.32% | 208 | 12.50% |
| Blue Ridge Behavioral Healthcare | 61 | 3.09% | 489 | 12.47% |
| Chesapeake CSB | 31 | 1.57% | 264 | 11.74% |
| Northwestern Community Services | 40 | 2.03% | 344 | 11.63% |
| District 19 CSB | 31 | 1.57% | 276 | 11.23% |
| Portsmouth Dept. of Beh. Healthcare Ser. | 34 | 1.73% | 315 | 10.79% |
| Alleghany Highlands CSB | 4 | 0.20% | 38 | 10.53% |
| Planning District One CSB | 14 | 0.71% | 154 | 9.09% |
| Rappahannock-Rapidan CSB | 14 | 0.71% | 191 | 7.33% |
| Alexandria CSB | 5 | 0.25% | 81 | 6.17% |
| Loudoun County CSB | 8 | 0.41% | 179 | 4.47% |
| Henrico Area MH & DS Services | 19 | 0.96% | 429 | 4.43% |
| Hampton-Newport News CSB | 11 | 0.56% | 657 | 1.67% |
| Crossroads Services Board | 0 | 0.00% | 172 | 0.00% |
| Dickenson County CSB | 0 | 0.00% | 20 | 0.00% |
| Norfolk CSB | 0 | 0.00% | 394 | 0.00% |
| Southside CSB | 0 | 0.00% | 222 | 0.00% |
| Total | 1971 | 100.00% | 11182 | n/a |

IV. RESULTS

A. Focus Person/Family Characteristics

The survey included demographic questions, such as the focus person's gender, race and age. Of the sample, 55.17% of the focus persons were male, 59.74% were identified as White Non-Hispanic, 26.97% identified as African American and 13.28% together identified as Alaskan Native, American Indian, Asian, Hispanic, Native Hawaiian and others. Approximately 58.34% of the respondents were between 23 and 59 years of age.

Figure 1: Focus Person Demographic Domain by Race/Ethnic Identity

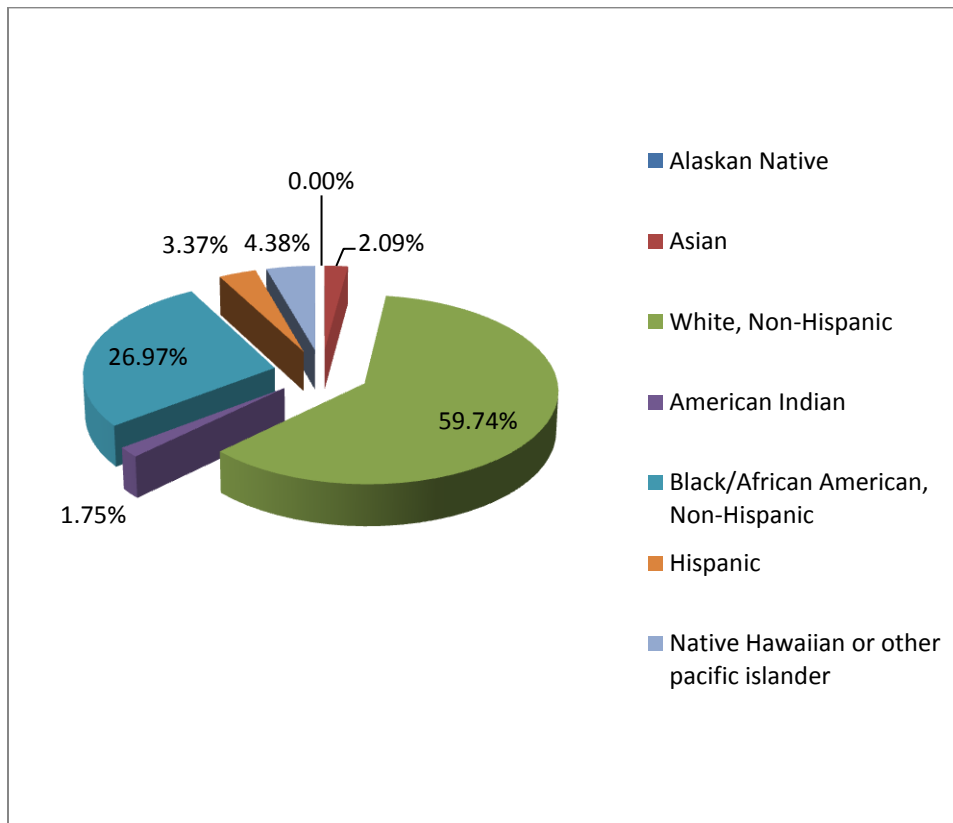
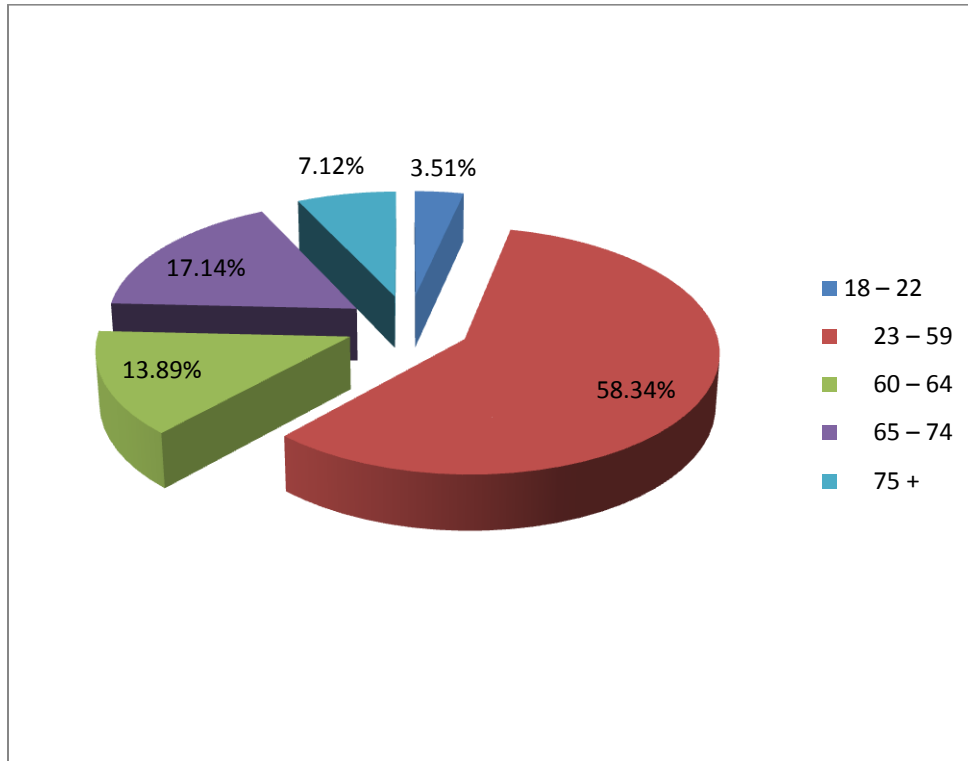


Figure 2: Respondents Demographic Domain by Age



A parent of the focus person completed 57.82% of the surveys and 17.63% were completed by a sibling. About 54% percent indicated that they saw the focus person on a daily basis and 16% said they saw the person about once a week. The number of responses and the percentages for each demographic and categorical question is displayed below in Table 2.

TABLE 2: Results of Demographic and Categorical Questions

| Demographic Domain | | Count | %age of Sample |
|-----------------------------------|---------------------|-------------|----------------|
| <i>Respondent's age:-</i> | 18 – 22 | 68 | 3.51% |
| | 23 – 59 | 1130 | 58.34% |
| | 60 – 64 | 269 | 13.89% |
| | 65 – 74 | 332 | 17.14% |
| | 75 + | 138 | 7.12% |
| | Total* | 1937 | 100.00% |
| <i>Focus Person information:-</i> | | | |
| <i>Race:-</i> | Alaskan Native | 0 | 0.00% |
| | Asian | 31 | 2.09% |
| | White, Non-Hispanic | 886 | 59.74% |

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| | | |
|--|-------------|----------------|
| <i>American Indian</i> | 26 | 1.75% |
| <i>Black/African American, Non-Hispanic</i> | 400 | 26.97% |
| <i>Hispanic</i> | 50 | 3.37% |
| <i>Native Hawaiian or other pacific islander</i> | 65 | 4.38% |
| <i>Other</i> | 25 | 1.69% |
| <i>Total*</i> | 1483 | 100.00% |
| <i>About how often do you see the person with ID?</i> <i>Daily</i> | 876 | 48.32% |
| <i>Once a month</i> | 281 | 15.50% |
| <i>Once a year</i> | 407 | 22.45% |
| <i>Once a week</i> | 169 | 9.32% |
| <i>a few times a year</i> | 60 | 3.31% |
| <i>Less than once a year</i> | 20 | 1.10% |
| <i>Total*</i> | 1813 | 100.00% |
| <i>Gender:-</i> <i>Male</i> | 890 | 55.17% |
| <i>Female</i> | 771 | 44.83% |
| <i>Total*</i> | 1661 | 100.00% |
| <i>What is your relationship to the person with ID?</i> <i>Parent</i> | 953 | 55.89% |
| <i>Brother/Sister</i> | 404 | 23.70% |
| <i>Aunt/Uncle/Grandparent</i> | 20 | 1.17% |
| <i>Spouse</i> | 185 | 10.85% |
| <i>Provider</i> | 0 | 0.00% |
| <i>Other</i> | 143 | 8.39% |
| <i>Total*</i> | 1705 | 100.00% |
| <i>Does the person with a disability have Medicaid? -</i> <i>Yes</i> | 1339 | 99.93% |
| <i>Does the person with a disability have Medicaid? -</i> <i>No</i> | 1 | 0.07% |
| <i>Total*</i> | 1340 | 100.00% |

To get more information about the focus person's satisfaction level and the type of services received, we continue to add more questions to the survey. New in the 2009 survey, as seen in the sample below, respondents were asked to identify their services as either Self-Directed or Agency Directed(See Table 3).

Table 3: Response Rate by Self-Directed and Agency-Directed Services (selected questions)

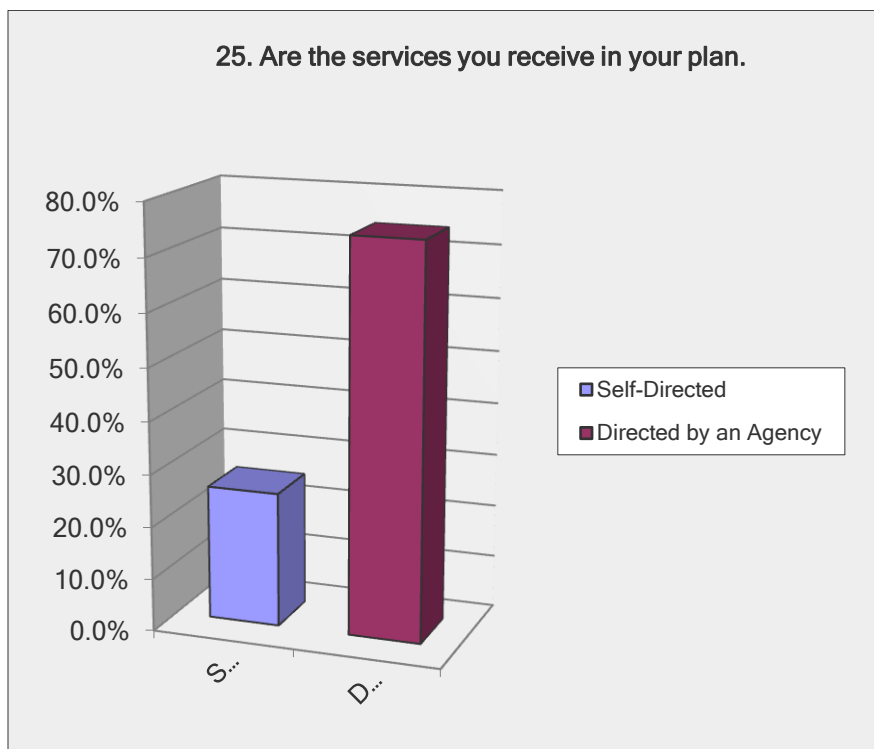
| Choice Questions | Self / Agency Directed | %age Agree | %age Disagree | Total |
|--|------------------------|------------|---------------|-------|
| 1. The place where the person with a disability spends the day is a safe and healthy environment for him or her. | Self Directed | 95.37% | 4.63% | 367 |
| | Agency Directed | 95.36% | 4.64% | 1056 |
| 2. The place where the person with disability lives is a safe and healthy environment for him or her. | Self Directed | 94.20% | 5.80% | 362 |
| | Agency Directed | 93.25% | 6.75% | 1052 |
| 3. (a) The person with a disability does not speak English and uses a different way to communicate (ex. sign language or communication board). | Self Directed | 62.64% | 37.36% | 174 |
| | Agency Directed | 64.30% | 35.70% | 521 |
| 3. (b) If Yes, are there enough staff/assistance available when needed to communicate with him/her? | Self Directed | 85.82% | 14.18% | 134 |
| | Agency Directed | 84.99% | 15.01% | 413 |
| 4. The person with a disability has access to the special equipment or accommodations that he/she needs (ex. Wheelchairs, ramps, and communication boards.) | Self Directed | 88.99% | 11.01% | 218 |
| | Agency Directed | 88.63% | 11.37% | 642 |
| 5. The person with a disability receives all the services and support s/he needs to complete everyday activities like bathing, dressing, eating, preparing meals and getting around in the community i.e., (Person with a disability has no unmet needs for assistance with everyday activities.) | Self Directed | 92.86% | 7.14% | 322 |
| | Agency Directed | 94.14% | 5.86% | 938 |
| 6. You and/or the person with a disability have enough say in the hiring and management of the support workers who assist the person with a disability. | Self Directed | 80.00% | 20.00% | 270 |
| | Agency Directed | 82.50% | 17.50% | 743 |
| 7. The person with a disability participates in community activities of his/her choice. | Self Directed | 85.80% | 14.20% | 317 |
| | Agency Directed | 88.94% | 11.06% | 895 |

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|--|-----------------|--------|--------|-----|
| 8. The person with a disability received all of the services listed in the service plan. | Self Directed | 95.30% | 4.70% | 319 |
| | Agency Directed | 95.24% | 4.76% | 946 |
| 9. When you or the person with a disability asks for the CSB's assistance in an emergency or crisis, help is provided right away. | Self Directed | 85.81% | 14.19% | 296 |
| | Agency Directed | 81.96% | 18.04% | 876 |
| 10. Staff helps the person with a disability access community supports, such as those offered by churches or recreation departments, so s/he can participate in the activities s/he wants. | Self Directed | 90.81% | 9.19% | 272 |
| | Agency Directed | 93.28% | 6.72% | 774 |
| 11. (a) Frequent changes in case managers have not been a problem. | Self Directed | 14.75% | 85.25% | 244 |
| | Agency Directed | 15.55% | 84.45% | 701 |
| 11. (b) Frequent changes in residential, respite or personal care staff have not been a problem. | Self Directed | 19.43% | 80.57% | 211 |
| | Agency Directed | 17.47% | 82.53% | 601 |
| 11. (c) Frequent changes in day support/employment support staff have not been a problem. | Self Directed | 18.01% | 81.99% | 211 |
| | Agency Directed | 12.67% | 87.33% | 600 |
| 12. Over the past year, the services provided to the person with a disability have helped to relieve stress on your family. | Self Directed | 94.46% | 5.54% | 271 |
| | Agency Directed | 93.18% | 6.82% | 777 |
| 13. You received enough information to help you participate in planning services for the person with a disability. | Self Directed | 95.96% | 4.04% | 297 |
| | Agency Directed | 95.06% | 4.94% | 850 |
| 14. (a) You participated in the development of this person's yearly plan. | Self Directed | 93.40% | 6.60% | 303 |
| | Agency Directed | 91.64% | 8.36% | 885 |
| 14. (b) The person with a disability was able to make choices during planning about the support workers/staff who would work with him/her. | Self Directed | 66.89% | 33.11% | 296 |
| | Agency Directed | 65.98% | 34.02% | 870 |

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|--|-----------------|--------|--------|-----|
| 14. (c) The person with a disability was able to make choices during planning about the services s/he would receive. | Self Directed | 74.42% | 25.58% | 301 |
| | Agency Directed | 70.03% | 29.97% | 871 |
| 14. (d) During the planning process, the person with a disability was asked about his /her personal goals. | Self Directed | 77.33% | 22.67% | 300 |
| | Agency Directed | 74.59% | 25.41% | 862 |
| 15. (a) You can contact the case manager whenever you want to. | Self Directed | 96.68% | 3.32% | 301 |
| | Agency Directed | 96.26% | 3.74% | 882 |
| 15. (b) You get a response within a reasonable time. | Self Directed | 95.85% | 4.15% | 289 |
| | Agency Directed | 95.47% | 4.53% | 861 |
| 16. The case manager is responsive to my requests for assistance. | Self Directed | 94.01% | 5.99% | 284 |
| | Agency Directed | 95.03% | 4.97% | 845 |
| 17. There are enough provider agencies in your area so that you and the person with a disability have an alternative to your local community services board if you want. | Self Directed | 63.79% | 36.21% | 290 |
| | Agency Directed | 58.45% | 41.55% | 828 |
| 18. Staff talks to you about different ways to meet your family's needs. | Self Directed | 82.31% | 17.69% | 294 |
| | Agency Directed | 84.02% | 15.98% | 876 |
| 19. Staff respects your family's choices and opinions. | Self Directed | 85.23% | 14.77% | 298 |
| | Agency Directed | 81.20% | 18.80% | 867 |
| 20. The support plan developed for the person with a disability meet their needs. | Self Directed | 94.31% | 5.69% | 299 |
| | Agency Directed | 89.84% | 10.16% | 876 |
| 21. You are satisfied with the ways complaints / grievances are handled and resolved. | Self Directed | 96.32% | 3.68% | 299 |
| | Agency Directed | 94.51% | 5.49% | 875 |

Figure 3: Individuals Receiving Self-Directed and Agency-Directed Services**B. Additional Descriptive Data**

In this sample, around 40% were employed, of these 18% have retained the same job for two or more years and 10% have held the same job for over one year. Noteworthy is data that displayed an increase for those employed for over one year and in short term employment for one year or less. The unemployment rate was 60% for this group of reporting individuals which was lower from last year at 69%. The type of employment is collected elsewhere in data from several sources.

TABLE 4: Stability of Employment Status

| Employment Status | 2011 | | 2012 | |
|--------------------------------------|-------------|----------------|-------------|----------------|
| | Count | %age of Sample | Count | %age of Sample |
| <i>Less than 6 months Employment</i> | 59 | 4.01% | 48 | 3.50% |
| <i>6-12 months of Employment</i> | 111 | 7.55% | 47 | 3.43% |
| <i>13-24 months of Employment</i> | 143 | 9.73% | 33 | 2.41% |
| <i>Over 2 years of Employment</i> | 269 | 18.30% | 309 | 22.52% |
| <i>Not employed</i> | 888 | 60.41% | 935 | 68.15% |
| <i>Total*</i> | 1470 | 100.00% | 1372 | 100.00% |

C. Domain Outcomes

In the first year of the survey's implementation, factor analysis was run to determine the presence of any subscales that could be used for better data analysis. Factor analysis identified five domains, which were subsequently named:

- Family Involvement.
- Case Management Services
- Choice and Access
- Healthy and Safe Environment
- Service Reliability

In order to transform the individual questions into the proper domain variable, several steps were necessary to prepare the data. First, the questions were grouped into their proper domain and then recoded to reflect the responses so that a “% Agree” score was calculated by adding the “Agree” and “Strongly Agree” responses together into a value of 1. Likewise, a “% Disagree” category was created by recoding the “Disagree,” and “Strongly Disagree” answers into a value of 2. The average score for each question or domain will have a range of 1.00 – 15.51, with a 15.51 corresponding to a perfect score and indicating high levels of satisfaction. Categories for “don't know” and “does not apply” were also indicated on the survey, but these frequencies were treated as missing data because they cannot be accurately reflected in the average.

As domain values are comprised of several questions, even one missing or invalid answer for one of the questions will result in exclusions of those questions to that domain for those individuals. This year, a lot of “don't know,” or missing data was observed in the questions. These categories do not contribute to the data because the data is likely unreflective of the sample as a whole. Additionally, due to the presence of more data, averages and percent of satisfaction on individual questions will often differ from the average and percent satisfied on the corresponding domain score.

1. Family Involvement:

This year, the Family Involvement domain had an overall 89% satisfaction rate, which is 1% lower than year 2011 at 90%. The six individual questions in this domain had the range of satisfaction level between 82% and 95%.

2. Case Management Services/Support Coordination:

This domain had an average 95% satisfaction rate, the highest of all the domains. High levels of satisfaction were reported on all three of the individual questions in the domain. The satisfaction rate ranged from 94% to 96%. This signifies continued family member satisfaction with support coordination/case management services.

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3. Choice and Access:

There are twelve questions that comprise the Choice and Access domain. The domain had an 81% satisfaction rate, which is about 1% lower than the year 2011. All the questions in this domain had a satisfaction rate between 61% and 95%.

4. Healthy and Safe Environment:

Two questions make up this domain, one asking about the focus person's living environment, the other asking about the place the focus person stays during the day. This domain had a high score with a 93% satisfaction rate, 2% lower than the last year 2011. This indicates that almost all the respondents considered the environment where the focus person went during the day, as well as the person's place of residence, to be healthy and safe environments. Year after year, this has been the area of highest satisfaction among survey respondents.

5. Service Reliability:

Service Reliability has traditionally been the area of least satisfaction, but for the last two years, satisfaction percentage is higher. The percentage of responders reporting satisfaction was 85% in 2012, which is significantly higher than 2009 at 23%. In 2011, the rate of satisfaction was 80%. The rate of satisfaction ranged from 83% to 86%. These are comparatively higher levels of satisfaction from previous years may be a function of the current economic status. More individuals seem to be staying in their current jobs resulting in lower turnover.

The mean standard deviation scores and the number of valid responses for each question are found in Table 5.

TABLE 5: Data on Indicator Questions Grouped by Domain

| Choice Questions | Agree | Disagree | Mean | Std. Dev | Sum |
|--|--------------|-----------------|-------------|-----------------|------------|
| 1. FAMILY INVOLVEMENT DOMAIN | | | | | |
| <i>6. You and/or the person with a disability have enough say in the hiring and management of the support workers who assist the person with a disability.</i> | 81.57% | 18.43% | 1.37 | 0.776 | 1275 |
| <i>7. The person with a disability participates in community activities of his/her choice.</i> | 87.19% | 12.81% | 1.26 | 0.669 | 1530 |
| <i>12. Over the past year, the services provided to the person with a disability have helped to relieve stress on your family.</i> | 93.57% | 6.43% | 1.13 | 0.491 | 1306 |
| <i>14. (a) You participated in the development of this person's yearly plan.</i> | 91.91% | 8.09% | 1.16 | 0.546 | 1483 |
| <i>19. Staff respects your family's choices and opinions.</i> | 82.61% | 17.39% | 1.35 | 0.758 | 1461 |

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| | | | | | |
|--|--------|--------|------|-------|------|
| 20. The support plan developed for the person with a disability meet their needs. | 91.23% | 8.77% | 1.18 | 0.566 | 1471 |
| 21. You are satisfied with the ways complaints / grievances are handled and resolved. | 94.84% | 5.16% | 1.10 | 0.443 | 1472 |
| 2. CASE MANAGEMENT DOMAIN | | | | | |
| 15. (a) You can contact the case manager whenever you want to. | 96.08% | 3.92% | 1.08 | 0.388 | 1479 |
| 15. (b) You get a response within a reasonable time. | 95.56% | 4.44% | 1.09 | 0.412 | 1440 |
| 16. The case manager is responsive to my requests for assistance. | 94.38% | 5.62% | 1.11 | 0.461 | 1423 |
| 3. CHOICE AND ACCESS DOMAIN | | | | | |
| 3. (a) The person with a disability does not speak English and uses a different way to communicate (ex. sign language or communication board). | 63.72% | 36.28% | 1.73 | 0.962 | 882 |
| 3. (b) If Yes, are there enough staff/assistance available when needed to communicate with him/her? | 82.85% | 17.15% | 1.34 | 0.755 | 717 |
| 4. The person with a disability has access to the special equipment or accommodations that he/she needs (ex. Wheelchairs, ramps, and communication boards.) | 88.80% | 11.20% | 1.22 | 0.631 | 1089 |
| 5. The person with a disability receives all the services and support s/he needs to complete everyday activities like bathing, dressing, eating, preparing meals and getting around in the community i.e., (Person with a disability has no unmet needs for assistance with everyday activities.) | 93.95% | 6.05% | 1.12 | 0.477 | 1603 |
| 8. The person with a disability received all of the services listed in the service plan. | 95.29% | 4.71% | 1.09 | 0.424 | 1591 |
| 9. When you or the person with a disability asks for the CSB's assistance in an emergency or crisis, help is provided right away. | 82.40% | 17.60% | 1.35 | 0.762 | 1472 |
| 10. Staff helps the person with a disability access community supports, such as those offered by churches or recreation departments, so s/he can participate in the activities s/he wants. | 93.30% | 6.70% | 1.13 | 0.500 | 1313 |
| 13. You received enough information to help you participate in planning services for the person with a disability. | 95.33% | 4.67% | 1.09 | 0.422 | 1434 |
| 14. (b) The person with a disability was able to make choices during planning about the support workers/staff who would work with him/her. | 66.64% | 33.36% | 1.67 | 0.943 | 1457 |

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| | | | | | |
|---|--------|--------|------|-------|------|
| <i>14. (c) The person with a disability was able to make choices during planning about the services s/he would receive.</i> | 71.32% | 28.68% | 1.57 | 0.905 | 1468 |
| <i>14. (d) During the planning process, the person with a disability was asked about his /her personal goals.</i> | 75.98% | 24.02% | 1.48 | 0.855 | 1453 |
| <i>17. There are enough provider agencies in your area so that you and the person with a disability have an alternative to your local community services board if you want.</i> | 61.45% | 38.55% | 1.77 | 0.974 | 1406 |
| <i>18. Staff talks to you about different ways to meet your family's needs.</i> | 83.79% | 16.21% | 1.32 | 0.737 | 1468 |
| 4. HEALTHY AND SAFE ENVIRONMENT DOMAIN | | | | | |
| <i>1. The place where the person with a disability spends the day is a safe and healthy environment for him or her.</i> | 94.30% | 5.70% | 1.11 | 0.464 | 1791 |
| <i>2. The place where the person with disability lives is a safe and healthy environment for him or her.</i> | 92.09% | 7.91% | 1.16 | 0.540 | 1796 |
| 5. SERVICE RELIABILITY | | | | | |
| <i>11. (a) Frequent changes in case managers have not been a problem.</i> | 84.92% | 15.08% | 2.70 | 0.716 | 1174 |
| <i>11. (b) Frequent changes in residential, respite or personal care staff have not been a problem.</i> | 83.11% | 16.89% | 2.66 | 0.750 | 1024 |
| <i>11. (c) Frequent changes in day support/employment support staff have not been a problem.</i> | 86.29% | 13.71% | 2.73 | 0.688 | 1014 |

Table 6 will provide an overall view of the average responses per Domain. It also provides the overall comparison between the satisfaction levels of each domain. Trend analysis of these domains shows that Healthy and Safe Environment has been receiving the highest percentage of satisfaction rate (over 90%) since we introduced the family survey instrument ten years ago.

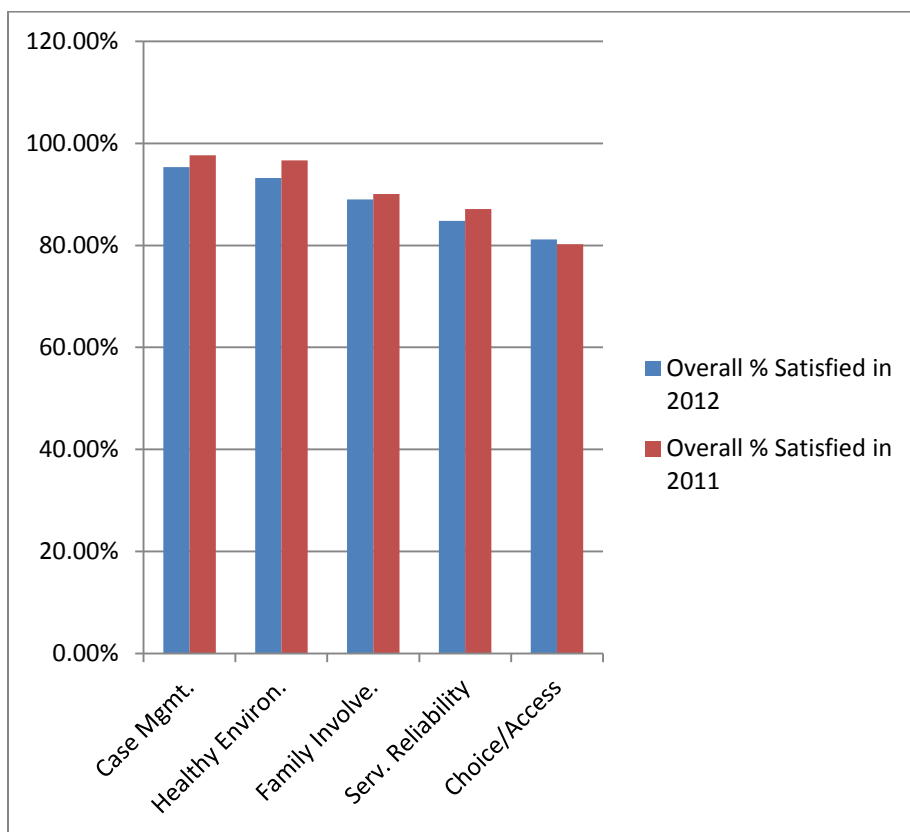
TABLE 6: Statistics and Percentage of Satisfied Respondents on Domains

| DOMAIN (Sorted by higher satisfaction rate to lower satisfaction rate) | Avg Response (Count) | Overall % Satisfied |
|---|-----------------------------|----------------------------|
| Case Management Domain | 1447 | 95.34% |
| Healthy and Safe environment Domain | 1794 | 93.20% |
| Family Involvement Domain | 1428 | 88.99% |
| Service Reliability Domain | 1071 | 84.77% |
| Choice and Access Domain | 1335 | 81.14% |

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Figure 4 below presents the percentage of positive responses for each of the five domains for the past two years. All domains have a higher percentage rate in the year 2012 comparatively except Service Reliability, lowered by 2%. Service Reliability has the lowest satisfaction rates as compared with other domains in 2012.

Figure 4: Percentage of Positive Responses per Domain Comparison



Domain Satisfaction by Health Planning Region

This report has clustered CSBs geographically by the five state Health Planning Regions (HPR). It was determined that this is a better strategy for analysis, as the groupings will not change from year to year. Additionally, often CSBs work within their respective HPR to provide better supports and services to individuals.

HPR 1: Central Virginia CSB, Harrisonburg-Rockingham CSB, Northwestern CSB, Rappahannock Area CSB, Rappahannock-Rapidan CSB, Region Ten CSB, Rockbridge Area CSB, Valley CSB

HPR 2: Alexandria CSB, Arlington CSB, Fairfax-Falls Church CSB, Loudoun County CSB, Prince William County CSB

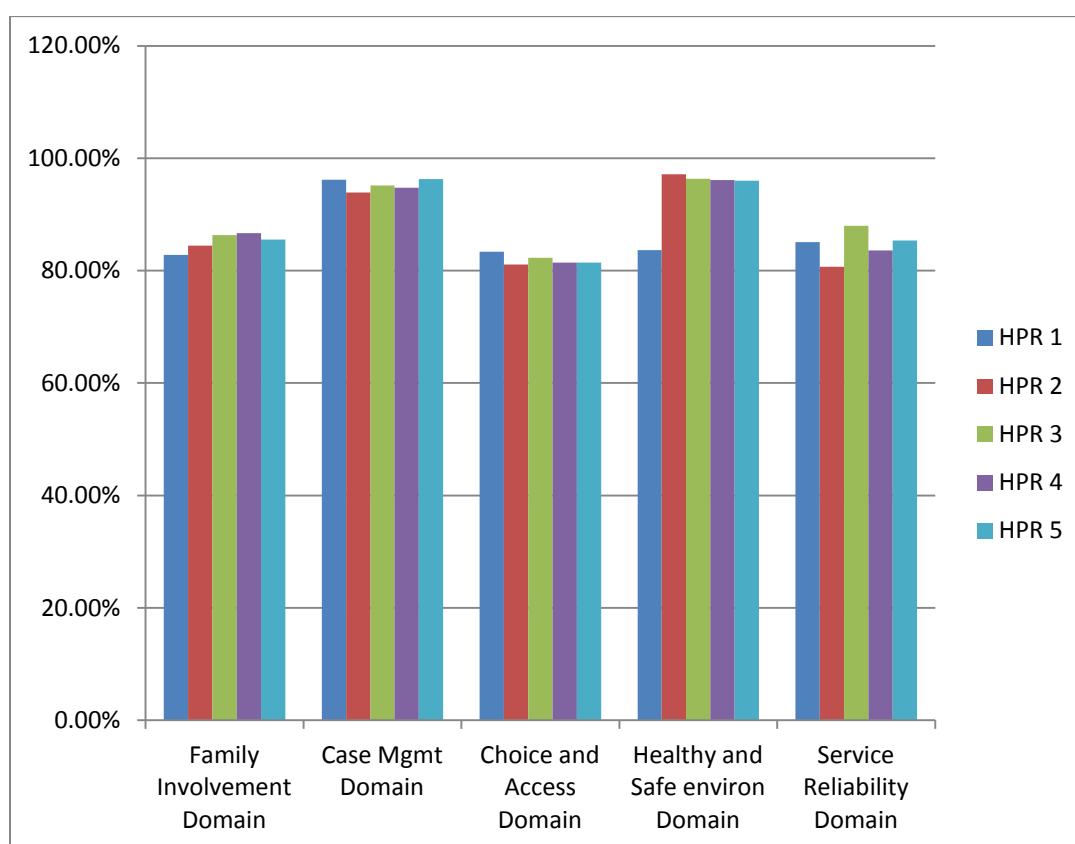
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HPR 3: Alleghany-Highlands CSB, Cumberland Mountain CSB, Danville-Pittsylvania CSB, Dickenson CSB, Highlands CSB, Mount Rogers CSB, New River Valley CSB, Piedmont CSB, Planning District 1 CSB, Blue Ridge Behavioral Health Authority

HPR 4: Chesterfield CSB, Crossroads CSB, Goochland-Powhatan CSB, Hanover County CSB, Henrico Area MH & DS Services, Planning District 19 CSB, Richmond Behavioral Health Authority, Southside CSB

HPR 5: Chesapeake CSB, Colonial Behavioral Health, Eastern Shore CSB, Hampton-Newport News CSB, Middle Peninsula-Northern Neck CSB, Norfolk CSB, Portsmouth Behavioral Health Services, Virginia Beach CSB, Western Tidewater CSB

Figure 5: Domain Satisfaction by Health Planning Region



V. IMPLICATIONS AND RECOMMENDATIONS

Dissemination Method:

The survey form for the 2012 ID Services Family Survey was distributed in the same fashion as the previous years' surveys. Forty separate forms were created, one for each

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CSB, with the CSB ID number and name preprinted on the first page. Each CSB received copies of their specific form and were instructed to distribute them to the targeted respondents at the annual meeting for the individual. For the 2012 ID Services Family Surveys, the Office of Developmental Services developed and made available an online web based version in addition to the paper version. We received 64 online responses from the families/focus person in 2012.

Limitations

The data was analyzed at the state level and serves only as a reflection of trends across Virginia in the year 2012. These findings are based on the limitations discussed in the Executive Summary, which prevent conclusive interpretations of the findings. The results of this survey reflect the perceptions of only those family members/guardians who had a family member with intellectual disabilities under active support coordination/case management for at least a year, and who chose to complete the survey. Therefore, these results show only trends across Virginia.

Conclusions and Recommendations:

Overall, the results from this year's survey were similar to the previous year except for Service Reliability domain. This shows strong support for consistency in the data. Even though many of the questions were not answered or were blank or marked "not applicable" for the year 2012, response data signify that the quality of services and service delivery are remaining constant over time.

The number of returned surveys is increasing, but several CSBs and Behavioral Health Authorities seem to struggle with getting respondents to submit surveys. This year 20% response rate is same as last year's response rate. It is recommended that the Quality Review Team (group that reviews statewide data and makes recommendations to the Office of Developmental Services and to the Department of Medical Assistance Services on quality improvement strategies) look at strategies to help localities increase their return of surveys.

The survey contributes to a greater understanding of family member/guardian perceptions about the Intellectual Disability services received by the focus person. This year marks the second year of the Person Centered movement in Virginia. It is important to recognize that this statewide philosophical change and related implementation takes several years and is a continuous quality improvement process. This has included training for providers and family members on Person-Centered Thinking, Person-Centered Planning processes, and the use of the new statewide Supports Intensity Scale.

It is recommended that the state Quality Review team address how to focus more intense training for all providers statewide in basic Person-Centered Thinking and Planning processes and in particular to increase these in the regions with the lowest satisfaction in Family Involvement, Choice and Access.

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The Support Coordination/Case Management, Family Involvement and Healthy and Safe Environment domains continued to have high satisfaction. Year to year, respondents are consistently reporting that they are able to get in touch with the support coordinators/case managers when they need too, the support coordinators/case managers are assisting family members when requested and support coordinators/case managers are providing information to the family members. CSBs should continue to support their support coordinators/case managers and acknowledge the excellent job they are doing, as well as involve the family/guardian in decision making. Higher satisfaction rates in Choice and Access domain could have been influenced by the new person-centered planning processes implemented statewide in April 2009. This trend will be followed closely in the coming years to see if this pattern continues.

This year the State Employment Leadership Network (SELN) has begun to collect and synthesize statewide data since adopting an “Employment First” statement. Of the total number responding to the employment questions, there were 32% employed. At the same time there was a 4% increase in ‘over two year term employment’ which shows that more individuals continued an employment for long term. The Quality Review Team should work closely with the SELN on strategies to increase employment for everyone. These might include identifying regulations that would promote employment statewide and demonstration of successful employment models.

Satisfaction with Service Reliability increased from the last several years. This may be due to the high unemployment rate and the economy. It is recommended that the Quality Review Team continue to look at strengthening training opportunities that build skills for the types of individuals with more complex needs who will be exiting the larger institutions in the coming years. As the unemployment rate decreases, the economy strengthens, and more job opportunities become available, this domain is at risk of sliding back to previous years’ lows.

On the other hand, data showed that family members who used Self-Directed Services had less relief from family stress due to the use of Waiver services and somewhat fewer opportunities for their family member to participate in community activities of the family member’s choice than Agency Directed Services.

The state of Virginia has rejoined the National Core Indicators project and will begin using those surveys in place of this one for 2013. An outside vendor will be contracted to disseminate and collect the data for reporting.

VI. APPENDIX

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DEVELOPMENTAL DISABILITY SUPPORTS FAMILY/GUARDIAN SATISFACTION SURVEY 2011 CSB

Please answer each question by completely filling in the circle that best represents your situation. Please choose only ONE response for each question. Respondent must be a family member or Guardian.

CASE MANAGER:

Does the person have Medicaid?

☐ Yes ☐ No

Shade Circles like
This-->●

CSB Code 0 1 2 3 4 5 6 7 8 9

○○○○○○○○○○
○○○○○○○○○○
○○○○○○○○○○

1. What is the Respondent's age (Person filling out the survey)?

☐ Under 18 ☐ 18-22 ☐ 23-59
☐ 60-64 ☐ 65-74 ☐ 75+

3. About how often do you see the person with a disability ?

☐ Daily ☐ Once/month ☐ Once/year
☐ Once/week ☐ A few times a year ☐ Less than once/year

4. What is the gender of the person with a disability?

☐ Male ☐ Female

5. What is the age of the person with a disability?

☐ Under 18 ☐ 18-22 ☐ 23-59
☐ 60-64 ☐ 65-74 ☐ 75+

6. What is your relationship to the family member with a disability ?

☐ Parent (biological or adoptive) ☐ Brother/Sister ☐ Aunt, uncle or grandparent
☐ Husband/Wife ☐ Provider ☐ Other

7. With whom does the person with a disability live?

☐ A family member ☐ Out of the family home (i.e. group home or supervised apartments.)

2. What is the race of the person with a disability ?

☐ Alaskan Native
☐ Asian
☐ White, Non-Hispanic
☐ American Indian
☐ Black/African American, Non-Hispanic
☐ Hispanic
☐ Native Hawaiian or other Pacific Islander
☐ Other

| Please fill in ONE circle for each question below that best describes your experience with the services provided to your family member with a disability. Choose only ONE answer. | Strongly Agree 1 | Agree 2 | Disagree 3 | Strongly Disagree 4 | Does Not Apply 9 |
|---|-----------------------|-----------------------|-----------------------|------------------------|-----------------------|
| 1. The place where the person with a disability spends the day is a safe and healthy environment for him or her. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. The place where the person with a disability lives is a safe and healthy environment for him or her. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 a. The person with a disability does not speak English or uses a different way to communicate, (ex. sign language or communication board). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3 b. If Yes/agree to above, are there enough staff/assistance available when needed to communicate with him/her. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. The person with a disability has access to the special equipment or accommodations that he/she needs (ex. wheelchairs, ramps, communication boards). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. The person with a disability receives all the services and support s/he needs to complete everyday activities like bathing, dressing, eating and preparing meals etc. (Person with a disability has no unmet needs for assistance on everyday activities). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. You or your family member with a disability have enough say in the hiring and management of your support workers who assist the person with a disability.. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. The person with a disability participates in community activities of his/her choice. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. The person with a disability received all of the services listed in the service plan. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Go to next side to complete survey

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| Please fill in ONE circle for each question below that best describes your experience with the services provided to your family member with a disability. Choose only ONE answer. | Strongly Agree 1 | Agree 2 | Disagree 3 | Strongly Disagree 4 | Does Not Apply 9 |
|--|-----------------------|-----------------------|-----------------------|------------------------|-----------------------|
| 9. When you or the person with a disability asks for the CSB's assistance in an emergency or crisis, help is provided right away. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Staff helps the person with a disability access community supports, such as those offered by churches or recreation departments, so s/he can participate in the activities/he wants. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11 a. Frequent changes in case managers have been a problem. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11 b. Frequent changes in residential, respite or personal care staff have been a problem. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11 c. Frequent changes in day support/employment staff have been a problem. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Over the past year, the services provided to the person with a disability have helped to relieve stress on your family. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. You received enough information to help you participate in planning services for the person with a disability. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14 a. You participated in the development of this person's yearly plan. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14 b. The person with a disability was able to make choices during planning about the support workers/staff who would work with him/her. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14 c. The person with a disability was able to make choices during planning about the services she/he would receive. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14 d. During the planning process, the person with a disability was asked about his/her personal goals. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15 a. You can contact the case manager whenever you want to. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15 b. You get a response within a reasonable time. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. The case manager is responsive to my requests for assistance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. There are enough provider agencies in your area so that you and the person with a disability have an alternative to your local community services board if you want. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18. Staff talk to you about different ways to meet your family's needs. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 19. Staff respect your family's choices and opinions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 20. The support plan developed for the person with a disability meet their needs. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21. You are satisfied with the way complaints/grievances about services are handled. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

22. What services does the person with a disability receive in addition to case management (Select all that apply)

☐ Residential ☐ Employment ☐ Day Support ☐ Respite ☐ Personal Care ☐ Other

23 a. If employed, how long has the person with a disability been employed at current job?

☐ Less than 6 months ☐ 6-12 months ☐ 13-24 months ☐ Over 2 years ☐ Not employed

24. How often has the person with a disability changed living situations in the past year.

☐ None ☐ Once ☐ Twice ☐ Three times ☐ Four or more times

25. Are the services you receive in your plan.

☐ Self Directed ☐ Directed by an Agency ☐ Both

Thank you. Please return in the enclosed, pre-paid envelope.